



**Foodservice  
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## OPERATOR SPOTLIGHT

### Orange Grove Center Redeems 20 Millionth Foodservice Rewards Code

**OPERATOR:** Orange Grove Center, Chattanooga

**OPERATOR SUMMARY:** Provides nonprofit services for the developmentally disabled; day program includes about 600 client meals a day, plus about 100 additional a la carte meals for staff

**FOODSERVICE REWARDS MEMBER SINCE:** 2004

**ANNUAL FOODSERVICE REWARDS POINTS EARNED:** 7,500

**REWARD POINTS USED:** To thank each member of the Center's dedicated and hardworking foodservice staff for a job well done



Photo by Dennis Wilkes

CHEF-MATE® Original Chili Con Carne with Beans was a bonanza for the foodservice department at Orange Grove Center, a private, nonprofit facility serving the developmentally disabled in Chattanooga. Orange Grove redeemed the 20 millionth Foodservice Rewards® code from a case of the chili on July 28, 2006, netting 40,000 extra bonus points—20,000 from Foodservice Rewards and an additional 20,000 from Nestlé FoodServices. Nutrition services coordinator Tracy Glenn, CDM, will use the points this holiday season, splitting up the year's total accumulated points to allow each individual on the 22-employee foodservice staff to select their own special reward.

"This is a real windfall for us, and the entire team is really excited about it," says Glenn, an 11-year veteran of the center's nutrition services program. The event is particularly heartening because of the special challenges Orange Grove faces. Founded in 1954 by a group of Chattanooga parents and community leaders seeking services for disabled children within the county, the center has since grown to offer a variety of programs meeting the health, nutritional, workplace and social needs of more than 650 children and adults, many of whom face significant dietary restrictions.

"It's a challenging but rewarding environment," according to Glenn, who specifies a number of NESTLÉ® brands, including not only CHEF-MATE® chili—which is used for nachos and hot dog toppings on the a la carte line—but also TRIO® low-sodium gravies as well as some STOUFFER'S® products for catering. "Although we are on a very tight budget, my first priority has to be quality and nutrition," says Glenn. "We're not willing to compromise on taste or ingredients for the sake of price."

Another issue: encouraging foodservice employees, including eight of whom are themselves developmentally disabled. "We don't have a lot of extra money, so we have to be creative about ways to motivate and reward our employees," says Glenn. "We have a fantastic team here, including four great managers and an administrative assistant I couldn't function without. I have the utmost respect for them and for the jobs that they do.

"The foodservice industry should not be hesitant to hire the developmentally disabled," she adds. "They have an awesome work ethic, and will work their very hardest and love to come to their job every day."



Photo by Dennis Wilkes